FSA Modernization Partner Program
Monthly Management Services Summary
For the Month of October 2002

November 10, 2002

81.1.3k - PROGRAM MANAGEMENT SERVICES SUMMARY

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I.   INTRODUCTION

This report covers the month of October 2002 and includes the following:

- Information on overall project completions/implementations for this reporting period.
- Major milestones achieved during the month.
- Program level risks and issues.
- Monthly scorecards.
- Significantly late deliverables.

This report format is the result of a collaborative effort between FSA and Modernization Partner executives to improve the information provided to FSA Executives. We will continue to refine these monthly summaries to improve their usefulness and value. Please provide any suggestions regarding these reports to the FSA Modernization Partner Program Manager (eric.l.stackman@accenture.com or 202-962-0624).

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II.   PROJECT COMPLETIONS/IMPLEMENTATIONS FOR THIS REPORTING PERIOD

This section reports on the completion or implementation of Modernization Partner projects.

FINANCIAL PARTNERS

- FMS Lender Reporting System (LaRS) went live on October 1, 2002, automating the FFEL Lender reporting process for FSA. This new interface also allows the FMS reporting process to leverage the functionality of the SAIG system. As of October 30, 2002, over 1,700 Lenders have been added to FMS and received their FMS User IDs and passwords. 87% of the Lender ID's (2,348 ID's out of 2,706) that make up the Lender Community already have invoices processing through FMS LaRS.

CFO

- Completed the Financial Management Systems (FMS) Phase IV task order on October 31, 2002. In the past year, this task order has:
    - Developed and deployed interfaces to the new eCampus Based and COD systems as well as interfaces to the Credit Management Data Mart
    - Configured and implemented the Accounts Receivable module to support the Lender Redesign effort
    - Supported the implementation at the Department of Education's Oracle FMSS

CIO

- Completed the Business-Technology Alignment (BTA) effort on October 31, 2002. All efforts have been transitioned to FSA personnel. Key accomplishments include:
    - Selected an Enterprise Architecture tool, framework and populated the scope and conceptual rows of the framework.
    - Developed and maintained the FSA Technology Policies, Standards and Products document.
    - Developed, maintained and web enabled the Technology Infrastructure Blueprint document.
    - Developed procedures and templates to web enable MS Word documents.
    - Designed and made operational the Architecture Working Group (AWG) to govern technology purchases.
    - Designed and made operational the Architecture Support Group (ASG) to research technical products and policies and provide recommendations to the AWG.
- Completed the Integrated Technical Architecture (ITA) Release 3 task order successfully on October 31, 2002. All deliverables were submitted on time and on budget. Some of the key tasks that were part of this effort included:
    - Completion of twenty Java based Reusable Common Services - which help application teams decrease development time.
    - Completion of FMS LARS & Portals performance test - all performance issues were resolved before going into production.
    - Successfully closed out all IFAP search related issues.
    - Supported go-live of Portals Release 2.
- Completed Implementation roll out of the Enterprise Change Management solution on October 31, 2002. Maintenance activities will continue to be required as part of operational support across FSA and to institutionalize the ECM solution across all remaining application teams supporting FSA solutions. Significant accomplishments for this last year are noted below.
    - All Applications Teams, which operate in a production or development mode at the VDC, use the ECM Tool for Change Request Coordination.
    - Over 90% (32 of 35) of the FSA Application Portfolio use ECM (This percentage significantly exceeded ECM Rollout Goals and objectives for FY '02).
    - Over 270 changes have been logged into the ECM Tool and are being successfully managed to closure.

- Of the over 200 Change Requests that have been closed, none have been "lost" (which had not been the case based on the manual CR process, pre-ECM).
- Average turnaround time for application Change Requests has been reduced by over 50% (based on available statistics).
- Over 100 ECM Tool Users have received User IDs and formal training on both the ECM Process and Tool.
- A formal escalation process has been documented and an FSA Enterprise Change Control Group has been established.
- Formal documentation of the ECM Process has been incorporated into FSA's Solution Life Cycle.

III.   VALUE POINTS

This section reports value delivered above and beyond anticipated activities.

SCHOOLS

- Developed eZ-Audit registration process; briefed to client and gained approval for implementation. System modification required for implementation of recommended registration process was approved per CCB and implemented at no cost.
- The eZ-Audit team incorporated IV&V software development checkpoints into modernization development schedule.   These checkpoints provide IV&V insight into the unit testing of software in the very early stages of development.

STUDENTS

- Created an Industry Research Team comprised of Mod Partner Resources and aligned each resource with one of the six Action Teams for the Common Services for Borrowers initiative. These resources reached out to a number of experts to pull in industry standards and best practices. The findings were shared with the various Action Teams as well as members of the Core Team.
- Leveraged teams from Integrated Technical Architecture as well as operating partners for the FAFSA 7/ED PIN performance test. This ensured an end-to-end performance test to establish a robust application architecture and infrastructure configuration that is supplemented by technical experts from product vendors. This approach yielded quick results that help focus efforts on tuning the architecture.
- Leveraged analysts from multiple modernization partner teams for the CPS upgrade analysis effort, which included FSA, common customer care, ITA, as well as operating partners. This approach minimized the learning curve and helped focus attention on the necessary upgrade analysis to formulate FSA's integrated application processing vision.

CIO

- The BTA team met with the Department of Education's enterprise architecture team to transfer knowledge of the FSA enterprise architecture metamodel. This added to the level of understanding and alignment of the two environments and contributed to the 'OneEd' initiative.
- Worked with the Conditional Disability Discharge Tracking System (CDDTS), which is under Direct Loan Consolidations, to determine if they could leverage SAIG as part of the CDDTS solution. An SAIG mailbox was created for that application system. CDDTS is currently researching options with NSLDS to determine best interfacing solution.
- Leveraged industry expertise in the area of security architecture and web single sign-on to ensure the alignment of FSA's electronic signature efforts with the President's Management Agenda for E-Gov initiatives. Together with the FSA experts, the team is ensuring other E-Gov participants comprehend FSA's accomplishments and that FSA can determine synergies with other E-Gov efforts to advance its electronic signature capabilities.
- Conducted a Change Request process review with the FMS Development team and the VDC to identify strengths and areas for improvement in order to simplify and improve change coordination of production modifications.
- Supported a joint team of FSA and Department of Education resources to evaluate current System Life Cycles to identify synergies and propose an integrated solution, which merges the "best aspects" of both solutions. This integrated Life Cycle will facilitate the goal of "One Ed" and enable a common repeatable framework across Education.

WORKFORCE ALIGNMENT

- Supported FSA University in establishing its point-of-view regarding workforce development for the Department of Education. An initial capability building strategy was drafted and will be further defined in upcoming performance periods.
- Provided on-site support during the FSA Share Fair to explain the role and impact of modernization to attendees.
- Initiated the Performance Line of Sight effort, linking Administration and Department performance objectives to goals of individual teams within FSA University.
- Assisted in the design and development of the CIO All Hands meeting, which is scheduled for November 12, 2002. This will help to ensure key messages are addressed and any organizational change questions are answered as accurately as possible.
- Helped CIO leadership proactively communicate changes that are occurring within FSA and CIO.

PROGRAM MANAGEMENT

- Facilitated at the Integration and Modernization FSA Senior Leadership Planning Session in October.

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IV. MAJOR PROJECT MILESTONES

This section presents Modernization Partner's significant accomplishments on a Channel-by-Channel basis. These milestones may include the completion of a project phase or the acceptance of a major deliverable in line with the project's workplan.

SCHOOLS
- Completed the twenty-seventh week of production for COD and continued with Post Implementation Verification (PIV). PIV is 91% complete for release 1.0 and 61% complete for release 1.1, 71% completed for release 1.7, 52% for release 1.8 and 9% for release 1.9.
- Release 1.11 was approved to move into production on November 1, 2002 with some pending issues that will be addressed under release 1.11 B. The remaining releases for 2002-2003 year are: 1.11 B November 2002, 1.12 December 2002 and 1.13 January 2003.
- Delivered COD Release 2.0 Functional Design Documents to FSA for sign off.

STUDENTS
- Completed upgrade analysis for the Central Processing System (CPS). This analysis supported the FSA Modernization vision to integrate the CPS application and its data with other stages of the customer life cycle. The analysis provided enhancement opportunities for the CPS to better integrate with other enterprise assets.
- Completed 8 of 23 planned performance test cycles for FAFSA on the Web applications (2003-2002 school year). The performance tests are part of the development life cycle to (1) implement the optimum infrastructure and install the appropriate capacity and (2) to ensure customers using the web application will be able to do so especially during the peak transaction processing period associated with state and school deadlines for submission of the FAFSA. These performance tests are being conducted for both FAFSA on the Web release 7 – scheduled for production on January 1, 2003 and the ED PIN application in conjunction with the Central Processing Systems.

CFO
- Significant efforts in support of year-end close during October:
  - Validated all journals and batches within FMS
  - Reclassed conversion and relationship balances to agree to FMSS
  - Aligned budgetary and proprietary accounting in FMS for sources and uses for direct loans
  - Aligned accounting for grant programs using expenditure methodology
  - Posted all proposed cash adjustments, accruals (except August & September IF010 error files), reconciliation adjustments; other adjustments

CIO
- Submitted the FP Data Mart Operations Monthly SLA Metrics deliverable on October 4, 2002.
- Completed SAIG Capacity Planning for FY03 Q1. Determination made that additional hardware will be required to handle expected February- March peak. Plan to leverage ITA team to determine hardware resources needed.
- ITA Release 3.0 helped the successful launch of Financial Partner Portal Release 2, Students Portal Release 2, and FSANet Redesign.

V.   RISKS AND ISSUES

This section reports the issues and risks that are currently causing or could potentially cause a very significant impact on the Modernization Partner Program's goals.

Area	EZ Audit - Regulations
Description	Determination of whether or not eZ-Audit requires any regulatory changes
Impact	Inability to require mandatory electronic submission
Assistance Requested from FSA	Ongoing discussions with FSA Policy, OPE and OMB.
Proposed Solution/ Mitigation Strategy	Publish notice in Federal Register 60 days prior to requiring mandatory electronic submission or deem that electronic submissions are *not* mandatory
Progress/ Resolution	Met with Jeff Baker (FSA Policy). Jeff Baker's team is working this through the appropriate channels with Mod Partner's support as requested.

Area	EZ Audit - PEPS Integration
Description	Delayed execution of agreed to integration.
Impact	(1) Inability for PEPS to access key eZ-Audit data upon eZ-Audit production release and (2) risk to eZ-Audit setup data integrity.
Assistance Requested from FSA	Raise the priority of eZ-Audit integration on the existing set of PEPS operations activities.
Proposed Solution/ Mitigation Strategy	Identify a key technical resource on the PEPS team to own and manage the PEPS portion of the eZ-Audit integration activities.
Progress/ Resolution	Scheduled meetings have not taken place due to low priority of the task. Increased priority assignment to this integration forthcoming.

Area	SAIG Security Document Boundary
Description	FSA needs to determine the boundary for the SAIG Security Plan, specifically, the degree to which SAIG Enrollment is a part of SAIG Mailboxing. Currently, SAIG Enrollment is not defined as a distinct system. Contractually, SAIG Enrollment is a part of CPS; however, functionally, it is part of SAIG Mailboxing. A decision needs to be made about where the SAIG Enrollment piece should go.
Impact	The SAIG Security document will be incomplete unless a decision is made about the enrollment piece before the November 15th due date.
Assistance Requested from FSA	Determine best location to document SAIG Enrollment security.
Proposed Solution/ Mitigation Strategy	Presented the following 3 options: 1 – Make SAIG Enrollment part of CPS. 2 – Make SAIG Enrollment part of SAIG Mailboxing 3 – Make SAIG Enrollment a distinct system
Progress/ Resolution	Initial meeting with Lydia Morales (SAIG Mailboxing), Greg James (SAIG Enrollment), and Bob Ingwalson to describe issue. Tentatively agreed that SAIG Enrollment not logically a part of CPS as CPS has nothing to do with SAIG Enrollment other than being maintained by the same operating partner. FSA scheduling meeting with Students Channel and FSA to resolve.

Area	Direct Loan eServicing
Description	Implementation delays and low adoption rates in EBPP/EC have resulted in variance from the projected benefits stream.
Impact	FSA is not achieving savings at the rate projected in the business case.
Assistance Requested from FSA	Assistance in defining a way for FSA to recognize the originally planned savings in the business case.
Proposed Solution/ Mitigation Strategy	A focused, small group within the Students Channel and the Mod Partner will explore potential adoption strategies.
Progress/ Resolution	Have held meetings with FSA to discuss potential adoption initiatives that will help increase adoption rates.

Area	FSA Portals - Students
Description	The Dept. of ED's OGC has determined that the Students Portal is a system of record and must process the necessary documentation to meet the requirements of the Privacy Act and Information Collection Clearance.
Impact	The Students Portal Release 2 is on hold until this process is complete. This might also be an impact for the Schools Portal.
Assistance Requested from FSA	The FSA Students Channel is facilitating this process with OCIO and the Dept. of ED's offices
Proposed Solution/ Mitigation Strategy	We have prepared a detailed project schedule to manage this process.
Progress/ Resolution	Preparing all of the necessary documentation for Public Notice and posting in the Federal Registry.

Area	Enterprise Change Management
Description	Funding for the first phase of work has ended, and funding of the next phase is in question. The first phase was designed to develop a working solution and validate the process could successfully support an enterprise wide change management process. The second phase is to complete the full rollout of the tool, identify long term FSA support resources, train the resources and transition long term ownership and support to FSA.
Impact	FSA resources have not been trained to manage and maintain the tool, process and overall training and support required for sustained use across the enterprise. This will likely impede the full implementation of the solution and projected value and benefits will not be realized. Additionally, the current state is affecting other awarded efforts, such as Rational Support, GCARS to ECM integration and SLC Deployment.
Assistance Requested from FSA	Work with FSA CIO executives to bridge the immediate funding gap.
Proposed Solution/ Mitigation Strategy	Define the FSA team for long term ownership and develop a transition plan to be complete by the end of FY03.
Progress/ Resolution	Put forward a proposed gap activity and it is being reviewed by FSA. Have been working with FSA project manager and sponsor to get a business justification and task order in place for FY03.

VI.   TASK ORDER STATUS REPORT SUMMARY

This section presents an extract of all "Red" assessed criteria. The extract is taken from the most recent Bi-Weekly Task Order Status Report, as of November 1, 2002. (See Appendix VII for the more information on the Bi-Weekly Task Order Status Reports.)

Task Order	Assessment Criteria	Assessment	Comments
There are no "Red" Issues this month.			